
From: Susan Mitchell Stoffolano [smststoffolano@hotmail.com]
Sent: Monday, February 23, 2009 9:16 AM
To: Williams, Catrice (DTC); smststoffolano@hotmail.com
Subject: Poor Verizon Service

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Dear Ms. Williams,

As a **Leverett** resident I would like to add my voice to the complaint against Verizon land line service. Over the last several years we have totally lost our phone service 6 or 7 times. We do not have any cellular service in this area so we have no alternative to connect to the outside world and any emergency services we might need. We have a frequent house guest who is 88 and I always fear that she will need 911 services and I will have no phone.

The frustration is enormous, you pick up the phone and it is totally dead. Your next step is to call phone repair, which of course you can't do until you get in your car and drive eight miles to try to find a pay phone, which is nearly impossible. You could ask a neighbor, but their phone is out, too. Once you call the phone repair after standing in the bitter cold at an outside pay phone and listening to all the prompts, you are told by someone in Argentina (I am serious) that the major cable is broken and expect 4 or 5 days without a phone. You call all your family or friends on a phone tree sort of thing to let them know that you will have no phone and not to worry. Emailing was out because without a phone there is no email since there wasn't any high speed internet available. This is not a single occasion, this is over and over.

Then there is the joy of standing in your bathrobe outside at the corner of the house with a corded phone connected to the service box so that you can assure them that the phone is dead not because of problems inside the house but from the house to the phone pole. Once you are told to wait a day or two or more and that they would need you to be at home from 9 to noon or noon to six or maybe not even come at all - you are literally at wits end. The reasons are varied we are told "it has been rainy", "the junction box need replacement", "the junction box was replaced and the repair person left the door open and it got wet". Each time a new repair person, never anyone who is familiar with the problem and has any history. They are perfectly polite and you are so happy to have your phone again that you can't possibly be mad - what if they don't come next time. Next time for me could be when I need 911 or to report a fire or my husband lying on the floor after a heart attack and when I pick up the phone, it is dead.

Thank you for your any help you can give us that would restore our confidence that we can live in our home and have access to emergency services and our family and friends.

Susan Stoffolano

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